

## Balanced Scorecard (BSC)

### COURSE NUMBER    **FAA01284**

For information about this course, contact:  
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 (386) 446-7132

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### DESCRIPTION AND LEARNING STRATEGY

It is a daunting task for those who are responsible for successful performance in a managing-for-results environment. Balanced Scorecard is about creating a business strategy where all organizational moves fit together in a simple to understand, cause-and-effect chain of events. A Balanced Scorecard provides tools that allow management to communicate a variety of metrics to keep stakeholders, upper management, team members, and employees up-to-date. Over 60% of Fortune 500 companies and several many public sector offices, including the FAA, now use the Balanced Scorecard approach.

Balanced Scorecard metrics also demonstrate a clear linkage of operational activities to the achievement of your agency's goals. This workshop introduces the participant to a framework for creating a public sector Balanced Scorecard System.

Through interactive discussions and exercises, students will practice using a balanced scorecard system to help align their organization's efforts with its strategy.

### OBJECTIVES

- Describe the benefits of implementing a Balanced Scorecard system within your organizational responsibilities.
- Draft Balanced Scorecard measurements to your responsibilities.

### KEY COMPETENCIES

- Accountability and Measurement
- Developing Talent
- Innovation
- Managing Organizational Performance
- Strategy Formulation

### CLASS SIZE

18 participants

### LENGTH

4 hours

(Class times may vary.)

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

### WHO SHOULD ATTEND

Managers involved with operational measures

### ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Measuring Organizational Performance  
 (FAA01254)  
 Strategic Planning  
 (FAA01275)  
 Systems Thinking  
 (FAA01277)